e-Governance

What is e-Governance - Several dimension and factors influence the definition of e-Governance. The word “electronic” in the term e-Governance implies technology driven governance. E-Governance is the application of information and communication technology (ICT) for delivering government services, exchange of information communication transactions, integration of various stand-alone systems and services between Government-to-Citizens (G2C), Government-to-Business(G2B),Government-to-Government( G2G) , Government-to-Employee( G2E) as well as back office processes and interactions within the entire government frame work. Through the e-Governance, the government services will be made available to the citizens in a convenient, efficient and transparent manner. The three main target groups that can be distinguished in governance concepts are Government, citizens and businesses/interest groups. In eGovernance there are no distinct boundaries.

Generally four basic models are available-Government to Customer (Citizen), Government to Employees, Government to Government and Government to Business.

The National e-Governance Plan of Indian Government seeks to lay the foundation and provide the impetus for long-term growth of e-Governance within the country. This section provides information on creation of the right governance and institutional mechanisms, setting up the core infrastructure and policies and implementation of a number of Mission Mode Projects at the Center, State and integrated service levels.

The National e-Governance Plan (NeGP) has been formulated by the Department of Electronics and Information Technology (DEITY) and Department of Administrative Reforms and Public Grievances (DARPG). The Union Government approved the NeGP, comprising of 27 Mission Mode Projects (MMPs) and 10 components on May 18, 2006.

The NeGP aims at improving delivery of Government services to citizens and businesses with the following vision:

"Make all Government services accessible to the common man in his locality, through common service delivery outlets and ensure efficiency, transparency & reliability of such services at affordable costs to realise the basic needs of the common man."

Implementation Strategy, Approach and Methodology of NeGP

Implementation of e-Governance is a highly complex process requiring provisioning of hardware & software, networking, process re-engineering and change management. Based on lessons learnt from the past and the experience from successful e-Governance applications, the approach and methodology adopted for NeGP contains the following elements:
i. Common Support Infrastructure: NeGP implementation involves setting up of common and support IT infrastructure such as: State Wide Area Networks (SWANs), State Data Centres (SDCs), Common Services Centres (CSCs) and Electronic Service Delivery Gateways.

ii. Governance: Suitable arrangements for monitoring and coordinating the implementation of NeGP under the direction of the competent authorities have also been substantially put in place. The programme also involves evolving/laying down standards and policy guidelines, providing technical support, undertaking capacity building, R&D, etc. DEITY is required to adequately strengthen itself and various institutions like NIC, STQC, CDAC, NISG, etc. to play these roles effectively.

iii. Centralised Initiative, Decentralised Implementation: e-Governance is being promoted through a centralised initiative to the extent necessary to ensure citizen-centric orientation, to realise the objective of inter-operability of various e-Governance applications and to ensure optimal utilisation of ICT infrastructure and resources while allowing for a decentralised implementation model. It also aims at identifying successful projects and replicating them with required customisation wherever needed.

iv. Public-Private Partnerships (PPP): PPP model is to be adopted wherever feasible to enlarge the resource pool without compromising on the security aspects.

v. Integrative Elements: Adoption of unique identification codes for citizens, businesses and property is to be promoted to facilitate integration and avoid ambiguity.

vi. Programme Approach at the National and State levels: For implementation of the NeGP, various Union Ministries/Departments and State Governments are involved. Considering the multiplicity of agencies involved and the need for overall aggregation and integration at the national level, NeGP is being implemented as a programme, with well-defined roles and responsibilities of each agency involved. For facilitating this, appropriate programme management structures have also been put in place.

vii. Facilitator role of DEITY: DEITY is the facilitator and catalyst for the implementation of NeGP by various Ministries and State Governments and also provides technical assistance. It serves as a secretariat to the Apex Committee and assists it in managing the programme. In addition, DEITY is also implementing pilot/infrastructure/technical/special projects and support components. DARPG’s responsibility is towards Government Process Re-engineering and Change Management, which are desired to be realised across all government departments. Planning Commission and Ministry of Finance allocate funds for NeGP through Plan and Non-plan budgetary provisions and lay down appropriate procedures in this regard.

viii. Ownership of Ministries: Under the NeGP, various MMPs are owned and spearheaded by the concerned line Ministries. In case there are any ongoing projects which fall in the MMP category, they would be suitably enhanced to align them with the objectives of NeGP. For major projects like Bharat Nirman, Rural Employment Guarantee Schemes, etc. the line ministries concerned are advised to make use of e-Governance as also automation techniques from the inception stage. States have been given the flexibility to identify a few additional state-specific projects, which are relevant for the economic development of the State.

**National e-Governance plan in Madhya Pradesh**

- e-Governance is the use of ICT (Information & Communication Technology) by different sections of the society aiming to improve information and service delivery, encourage citizen participation and make government more accountable, transparent and cost effective. The Govt. of India has launched the National e-Governance Plan (NeGP) to transform governance into e-Governance. The NeGP comprises of three core components for

  - State Data Centre (SDC)
  - State Wide Area Networks (SWAN)
  - Common Service Centre (CSC)

NICT - Service Centre Agency (SCA)
NICT is setting up 2158 CSCs in Madhya Pradesh. NICT has established separate "CSC Project" teams for Indore & Ujjain Division of M.P. at District Level and Block Level for implementation of the project. The advertisement, publicity and awareness campaigns are designed and launched by the NICT. Comprehensive VLE Training Structure is conducted from Divisional Level to Block Level for capacity building of the VLEs in different phases. Tie-ups with various Service Providers are also done by the NICT at National Level for the entire network.

Madhya Pradesh Agency for Promotion of Information Technology (MAP_IT) is the society promoted by Government of Madhya Pradesh to serve as nodal agency to meet the larger objective of implementing IT and e-governance in MP.

**The “Three Pillars” of eGovernment Governance**

- **Leadership**: Roles and responsibilities of the senior management that shape strategic, vision culture, decision-making processes, and plans for action
- **Organizational Structure**: Management of activities, including leadership and decision-making processes, performance measurement, and changes to operational processes
- **Process Management**: Structure and form of relationships that support decision-making, foster appropriate culture, and marshal resources to execute the strategy

**eDistrict - Government of Madhya Pradesh**

National e-Governance Plan (NeGP) initiative of the Government of India (GOI) aims for ushering e-Governance at a national scale and is one of the most ambitious programs of the Government of India aimed at improving the quality, accessibility and effectiveness of Government services to citizens and businesses with the help of Information and Communication Technology. One of the key focus areas of NeGP is the stress on citizen-centric services as against merely computerization of the departments.

e-District has been envisaged by Government of Madhya Pradesh (GoMP) as automation of workflow and internal processes of District Administration with the possibility of seamless integration of various departments for providing services to the citizens. This project is of paramount importance to the State as it would help in creating an electronic workflow system for the district administration and help in providing efficient individual department services through Common Service Centers (CSCs), Samadhan Ek Din centers, MP-Online kiosks and internet, which would be the primary front end channels as envisaged in the project.

Madhya Pradesh Government has chosen five districts to implement the pilot e-District project and provide integrated citizen centric services in the district. The identified districts are:

- Guna
- Gwalior
- Indore
- Sagar
- Shivpuri
Purpose of e-District Project
The main purpose of the e-district project is to computerize the workflow system and internal processes of the district administration of the pilot districts with the help of Information & Communications Technologies (ICT). The state envisages meeting the following objectives with the implementation of e Districts project:

- Implementation of an efficient electronic workflow system for District Administration
- To create an efficient IT enabled delivery mechanism for citizen services / information being delivered from District Administration and its subordinate offices
- Infusion of transparency and accountability in operations
- Reduction of workload of department personnel
- Ensuring longevity of the data / protection from damage from moisture and other climatic factors
- Electronic security and control of confidential data
- Fast processing of public cases/appeals/grievances dissemination of information as per public requirement
- To proactively provide an efficient system of disseminating information on the Government schemes planned developmental activities and status of current activities

As part of the E-District project implementation, the empanelled consultant of DIT, M/s Wipro Limited (Infotech Division) devised the overall strategy, design process flows for the selected services, carried out the field study and stakeholder assessments to understand the requirements of the citizens and business groups, re-engineering of the existing delivery mechanism, drawing the Project Plan and timelines, status reporting at the Project and Program level, risk management, addressing the current concerns of the citizens in accessing the services and information and suggesting suitable solutions.